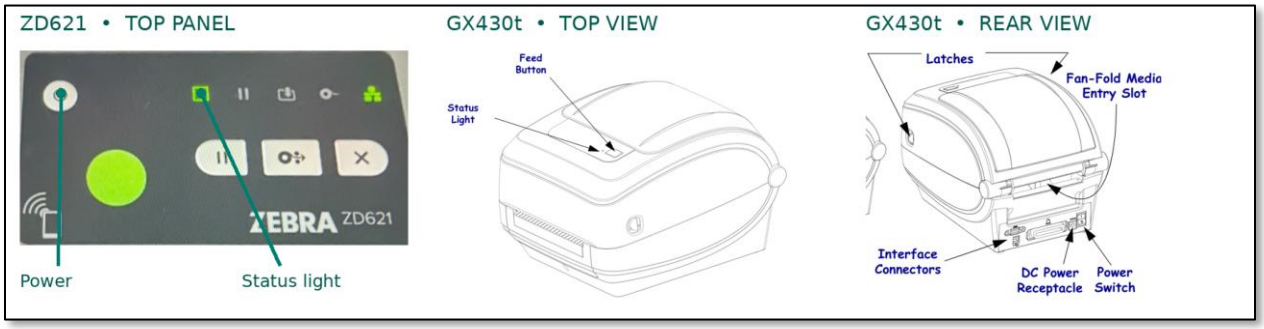
All Lab Printers – Beaker AP Specimen

Zebra Printer Troubleshooting

1. Make sure the machine is powered ON. There are two types of printers deployed: Z model and G model.

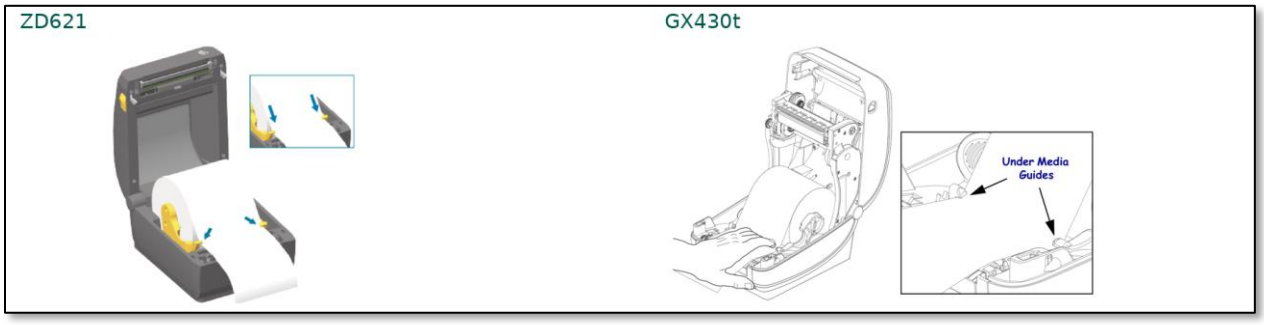
   ZD621 Model:
   - Confirm on the display
   - If the display is unresponsive, turn the machine OFF and then ON (button on the top cover)

   GX430t Model:
   - Confirm by the green LED light
   - If the LED is not green, turn the machine OFF and then ON (rocker switch on the back)



2. Make sure there is label stock loaded. You can open the machine by pulling on the cover release levers (one on each side). Confirm label stock is loaded and then power cycle the printer.

3. If the printed label comes out distorted in any way first, make sure the label stock is in straight/fed through the mouth straight.



4. If it does not print at all, power cycle the machine and reprint from the Beaker labels activity. If it still does not print, reprint from a different printer and put in a Service Now ticket. Include the workstation you are at AS WELL as the printer you were trying to print to. Each printer has been given a name (i.e. PR1123).

Ordering Labels

As part of preparations for the Epic Beaker AP implementation, each impacted location will need to order specimen collection labels for the new printers being deployed in clinical areas. Approximately **320 new printers** will be deployed across the health system.

ACTION REQUIRED: Please place your label order as soon as possible to ensure your location is prepared for implementation.

Labels can be ordered through **Infor** using the following information:

Item #: 1037122
Description: LABEL PAPER 2X1 9.375IN
Vendor #: 1000018 – ZEBRA TECHNOLOGIES INT'L LLC

Ordering Information

- One case contains **6 rolls**
- Each roll contains **1,000 labels**
- Please order enough labels to maintain approximately **one month's supply** based on your location's anticipated specimen collection volume.
- Labels should be used only as needed for specimen collection to help maintain adequate supply and minimize waste.
- Shipments should be delivered directly to your location.

Important: The new Epic Beaker AP printers are different from the current SunQuest label printers, and **the labels are not interchangeable**. Locations must order the new labels to support the new printers.

Please place your order **as soon as possible** to support implementation readiness and ensure labels are available prior to deployment. Large orders can take between 3-5 weeks from order to delivery.

Additional Resources

- How to collect AP specimens in a Surgical or Procedural setting
- How to collect AP specimens in an Ambulatory setting
- How to collect AP specimens in an Inpatient setting
- How to collect AP specimens in an Inpatient Setting MD / APP
- How to collect AP specimens in the Emergency Department
- How to create a Packing List